

## QUESTIONS/ANSWERS

### General Information

- Q: What can I do if the system will not accept data I input/doesn't perform calculations?  
A: In order to use the School Age System, your Web browser must be Microsoft Internet Explorer 5.5 or 6.0, which can be downloaded by clicking the "IE" icon on the login screen.
- Q: What should I do if my user ID and password don't work?  
A: For a "data entry user", contact your "district admin user" so that they can reset your password, after which you should use "password" as the password to access the system. For a "district admin users", contact NDE so that they can verify your "user ID"; they may have to reset your password, after which you would access the system using "password" as the password to set up a new password.
- Q: How do I access the system if I can't remember my password?  
A: Contact NDE so that they can reset your password to allow you to access the system to set up a new password.
- Q: What should I do if I get a message saying, "You will need to enable JavaScript to access this system"?  
A: You should ask your technical support person to enable JavaScript on your computer.
- Q: How do I print the School Age Final Financial Report?  
A: You can print the individual SA FFR pages by clicking the gray "Print Page" button at the bottom of each Web page or by using the "File", "Print" from the menu bar of the browser.

### Error Message

- Q: What does the error message "...Expenditures do not match the totals submitted..." mean?  
A: You must enter information in all sections, including the Supplementary Report Of Expenditures (05-0-0000). Below the Supplementary Report of Expenditures is a comparison, by type of staff (i.e., professional, paraprofessional, clerical, etc.), of the total salaries reported in a) the Owned & Operated Programs sections and b) the total salaries reported on the Supplementary Report of Expenditures. Note: The error message is just a warning, not a fatal error, so you may continue entering data after clicking "OK".

### Contracted Service Agencies & Individual Providers (04-0-0000)

- Q: Why doesn't the service code pop-up window appear after I entered the service agency/provider?  
A: Even though the pop-up window is active, it may have been inadvertently hidden if you clicked somewhere other than the service code pop-up window after having selected the service agency/provider. To bring up the service code window on a MAC, click on "Window," and click on the "ServiceCode.asp" box. To bring up the service code window on a PC, click on the "ServiceCode.asp" button on the status bar at the bottom of the screen.
- Q: Why can't I find the service agency/provider (or service code) that I want to enter?  
A: The Special Populations Office database may not include an approved rate for the service agency/provider you are trying to enter. Contact Pete Biaggio at (402) 471-4308.
- Q: Why doesn't the system save the data that I entered for a service agency/provider?  
A: In order to save service agency/provider data, you must click the "Insert" button after entering the name of the provider, section, school/dist/agency code, service code, and amount for each service agency/provider. When you click "Insert," the data will appear in the "Contracted Service Agencies and Individual Providers" in the lower right of the screen.

### **IDEA Funding (01-4-0000)**

- Q: Why doesn't the IDEA funding data that I entered appear on the Deductions (01-3-0000) page?
- A: The only line that flows through to the deductions page is line 01-4-0920, "new and/or expanded School Age SPED program allowable excess costs."
- Q: Why do I get the error message, "Line 1: Incorrect syntax.near"="" and why don't the figures in the Description of Expenditures - IDEA Funding (01-4-0930) appear?
- A: The Description of Expenditures - IDEA Funding (01-4-0930) section will not accept the characters "("&"/" in the descriptions.
- Q: Do I report "carryover" and "current" IDEA enrollment/poverty funds differently on the School Age System?
- A: No, report the total amount of IDEA Enrollment/Poverty funds received during the school year (regardless if "carryover" or "current") and allocate that amount to the specific types of uses.

### **Supplementary Report or Expenditures (05-0-0000)**

- Q: Why doesn't the supplementary page update the changes I've made?
- A: Click "Update" twice to update the record.
- Q: If I have many substitute teachers to enter, do I have to enter all of them separately?
- A: You may group together substitutes, reporting one salary total for the group. However, you should enter longer-term substitutes separately. You should state your actions related to grouping of substitutes in a note with your submitted copies of billings and/or submission page.
- Q: What should I do if I get an error message saying something about salary dollar amounts not matching?
- A: Verify that the salaries you have entered do not include benefits. Verify the salaries you have entered in the Owned & Operated Programs sections (i.e., Supervisory, Diagnostic, Consultative, etc.) are supported by the salary amounts of individual staff members listed in the Supplementary Report of Expenditures page. Located below the Supplementary Report of Expenditures is a table in which salaries reported in a) the Owned & Operated Programs sections, and b) the Supplementary Report of Expenditures are grouped by type of staff (i.e., professional, paraprofessional, clerical, etc.) and compared to ensure that the salaries from both "a" and "b" match for each of the types of staff.